KEY ACTION DATES:

ACTION	DATE/TIME
1. Release of RFP	November 8, 2004
2. Last Day to Submit Questions for Clarification at Bidders Conference	November 17, 2004
3. Bidders Conference (see Section 1.6)	December 2, 2004
4. Final Date to Submit Requests to Change the RFP Requirements[1]	January 14, 2005
5. Last day to submit Letter of Intent to Bid, signed Confidentiality and Non-Disclosure Agreement, Financial Responsibility Information, and evidence of CPUC certification to provide services (Pre-qualification Documentation)[2]	January 18, 2005
6. Last day for State to respond to Requests to Change RFP Requirements	January 28, 2005
7. Last Day to Protest the RFP Requirements[1]	February 4, 2005
8. Submission of Conceptual Proposal	February 7, 2005
9. Submission of Proposed Changes to Contract Language	February 22, 2005
10. Confidential Discussions with Individual Bidders regarding Conceptual Proposals	March 7, 2005 – March 25, 2005
11. Submission of Detailed Technical Proposals	April 8, 2005
12. Last day for State Response to Contract Language Change Requests	April 29, 2005
13. Confidential Discussions regarding Detailed Technical Proposals	May 2, 2005 – May 20, 2005
14. Submission of Draft Proposals	June 13, 2005
15. Confidential Discussions regarding Draft Proposals	July 11, 2005 – July 22, 2005
16. Submission of Final Proposals (by 5:00 PM)[3]	August 15, 2005
17. Demonstration (if required)[4]	September 12, 2005 – September 16, 2005

1 OR five business days following the last addendum that changes the requirements of the RFP. See Section 2.2.6, Questions Regarding the Solicitation, and Section 2.5.1, Initial Protest.

[2] See Exhibits 1-A, 1-C, 1-D, and RFP Sections 6.2.1.1 and 6.2.1.2

[3] Bidders are strongly encouraged to review the Bidder's final proposal checklist; Exhibit 1-B, prior to submitting final proposals.

[4] These dates are subject to change dependent upon the length of time necessary for the State to complete the evaluation process (and negotiations if initiated by DGS). Bidders will be notified via e-mail of any changes.

DGS/TD is seeking solutions that provide the least cost to the State while providing government users with the greatest feature flexibility. The Contractor should provide a flexible pricing option for services to allow users the choice of low cost basic services or more sophisticated feature rich services.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.4.1 Minimum Requirements

The Contractor shall be responsible for simple, standard service delivery (installation) of the central office exchange services (or equivalent) and business service to the customers workstation (station jack or equivalent demarcation point), unless the Contractor identifies, to the customer, and the customer agrees with a restriction or limitation that prevents the Contractor from completion of this contractual responsibility.

The Contractor's responsibility shall include test and validation of delivery for all basic and optional service features associated with the customer's specific workstation work order, as previously identified.

Business and Line Side Service Transmission Quality:

Line Transmission levels (reference 1000 hertz @ 0DB) shall not exceed –8DB loss as measured from the central office to the customer Minimum Point of Entry (MPOE). Noise measurements on a Business or central office exchange services (or equivalent) shall not exceed –32DBRN between the central office and the customer Minimum Point of Entry (MPOE).

Call Completion Rate: Ratio of calls attempted to calls completed: >97%

Network Availability: General business communications requirement: Guaranteed P.03 Grade of Service. Public Safety, 9-1-1, or equivalent essential service communications requirement: Guaranteed P.01 Grade of Service

Dial Tone Availability: Minimum dial tone availability will be 99.999%

Compliance with Standards:

Contractor shall meet the voice compression standard ITU-T G.711 for existing Line Side Services. Alternatives to this standard may be proposed by the Contractor under Section 6.8.1 of this RFP (Voice over Internet Protocol) for consideration by the State.

Contractor shall provide documentation that supports adherence to the requirement above in the response to this RFP and upon request from DGS for the duration of the contract.

All business lines must comply with North American and or International standards for analog, digital, broadband or IP subscriber line installation, testing and performance throughout the duration of the contract. The Contractor shall identify the voice compression techniques and standards utilized for the proposed network voice solution.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.4.2 Measured Business Line Service (M-O)

The Contractor shall provide Measured Business Lines to users throughout California. The Business Line services may be offered as part of the agencies services within the geographically designated locations throughout the State or, as a single agency service application as required to meet the agency's business needs.

Measured Business Lines shall include a Calling ID Blocking feature that prevents the CALNET user's number and name from being provided to the called party on non-toll free outgoing calls.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.4.5 Call Center Services (M-O)

The Contractor shall provide Call Center Service functionality that provides equitable call distribution and queuing functions for call centers. The service shall extend the capabilities of basic ACD in that it shall allow several distributed ACD groups to answer calls as though the groups were one large group. The functionality shall be available between different server switches and across LATA boundaries.

The **Basic Supervisor's Package** shall include the following features: (M-O)

- **Call Agent -** Allows supervisor to directly call an agent by pressing a single key.
- **Controlled Overflow -** Allows a supervisor to direct new Call Center calls to an overflow route.
- **Observe Agent –** Allows supervisor to listen to conversation between the agent and the caller.
- **Supervisor Answer Agent –** Allows supervisor to answer Call Supervisor calls from an agent by depressing a key.
- **Answer Emergency -** Allows supervisor to answer emergency calls on an "Emergency" key when an agent's "Emergency" key is pressed.
- **Display Queue Status** - Supervisor(s) with display set can monitor Call Center call status.

  - Minimum requirements - Queue Status (QSD) shows:
    - Number of calls in incoming call queue
    - Total number of occupied agent positions (agents idle, active, or not ready)
- **Position Status Display** – Provides supervisor with visual indication of agent activity in real time.
- **Position Status Summary Display -** Allows supervisor to quickly check status of the Call Center. Supervisor can have multiple position status summary display keys to monitor multiple Call Center Groups within their system. Minimum requirements:

  Display indicates total number of agents:
  - on Call Center calls
  - on non-Call Center calls (on virtual number)
  - idle (logged in and waiting for call)
  - not ready (Clerical staff) logged off.

The **Basic Agent Package** shall include the following features: (M-O)

- **Agent Incalls Line** - Receives calls from the Call Center Listed Directory Numbers (LDNs).
- **Position ID (POID) -** Agent Position ID ("POID") identifies a specific agent.

- **Abandon Call Clearing -** Removes calls from the Call Center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.
- **Automatic Overflow -** Allows customer to specify where new incoming calls overflow.
- **Call Present -** Agent answers Call Center calls without pressing a key.
- **Call Priority -** Customer assigns priority levels to the primary LDN and supplementary LDNs.
- **Incoming Call Queue -** Incoming calls wait/queue when all agents busy. The call is directed to the first available agent.
- **Night Service -** Activated for entire Call Center when all agent positions logoff. Automatically forwards incoming calls.
- **Overflow Scan -** Scans up to four other Call Centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.
- **Ring Threshold -** Reroutes call when agent does not answer after a pre-determined amount of time.
- **Call Delay /Forced Announcement -** Provides recorded announcement(s) to callers when all agents are busy or the Call Center is in Night Service mode.
- **Queue Status -** Indication when queue thresholds are exceeded. Separate from telephone sets, typically mounted on the wall.
- **Music in Queue -** Provides music after announcement. Customer provides music source.
- **Agent Priority Call Transfer -** Allows an agent to transfer incoming Call Center call to another agent's line.
- **Call Supervisor -** Key on agent's phone that allows agent to be directly connected to Answer Agent key on supervisor's phone.
- **Emergency Alert -** Gives agent ability to immediately conference a supervisor or recorder to a call.
- **Agent Queue Status Display** - Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.
- **Call Source Identification –** Displays calling number on agent equipment.
- **Called Number Display –** Displays the dialed Call Center directory number on agent equipment.
- **Call Tracking -** Allows agent to indicate type of call being processed by depressing tracking key and entering a code.

- **Clerical Tracking** – Allows agent to indicate reason for Clerical status by entering a code.

The **Management Informational System Package** shall include the following features: _____ (M-O)

- Provides "real time" display of agent and call activity. Display is easily customized to show desired information.
- Provides call center management capability to the Customer:
- Activate or deactivate the entire Call Center group if needed
- Assign passwords to agents
- Increase or decrease number of agents as needed
- Move agent(s) to another Call Center group within the system
- Create customized reports based on information MIS tracks
- Control queues by changing the queue slots, queue size, and maximum wait time
- Change overflow routes and ring thresholds
- Change password levels of supervisors into system
- Determine when to play which announcement

- **Tracking for Each Call Center –** provides tracking of the following**:**
- Average speed of answer
- Expected delay
- Grade of Service (GOS or equivalent)
- Hourly demand
- Longest delay experienced by caller
- Number of agents busy on incoming calls
- Number of agents / queue slots available
- Number of calls abandoned after or before announcement
- Number of calls in queue
- Number of incoming calls to each LDN
- Total number and length of calls
- Total number of calls abandoned

- **Tracking for Agents – provides tracking of the following:**
- Number of agents busy on Call Center calls or on non-Call Centrer calls
- Number of idle agents
- Number of agents in Clerical status
- Number of agents logged-off
- Number of "short calls" agent handles

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional Supervisor Positions (M-O)	Additional supervisor for supervisor group.		
Bidder's Description:			
Call Center Feature Package (M-O)	Feature package applied to the ACD that provides call center management functionality.		
Bidder's Description:			
Management Informational System Package (CCMIS) (M-O)	Includes the features described above.		
Bidder's Description:			

Table 6.4.5.b –Call Center Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.6 Computer Telephone Interface (CTI) (M-O)

The Contractor shall provide a Computer Telephone Interface (CTI) application with the Central Office Exchange Services in the form of computer interface software that provides concurrent delivery of a voice call and data from a customer's computer to an agent.

The Standard Basic CTI features are as follows:

- Provides the ability to place and route calls.
- Provides signaling between the ACD node and a customer's business computer. The two-way information flow over data circuits allows ACD applications to communicate with applications running in the customer's business computer.
- Coordinated Voice and Data - Provides the concurrent delivery of a voice call and data related to the call to an ACD agent.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
DID Station Numbers (M-O)	Block of 100 telephone numbers used to work with DID trunking		
Bidder's Description:			
Additional DID Station Numbers (M-O)	Each additional block of 100 numbers used to work with DID trunking		
Bidder's Description:			
SuperTrunk (or equivalent) termination (M-O)	Standard DS1 termination		
Bidder's Description:			
Trunk Group (SuperTrunk, or equivalent) (M-O)	Shall include: • Two way trunk group • "Out only" trunk group • "In only" trunk group • Switched 56 trunk group		
Bidder's Description:			

Table 6.4.7.b - Central Office Trunk Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.8 Voice Mail Services (M)

The Contractor shall provide Voice Mail services on a statewide basis to all Central Office Exchange Service End-Users. The Central Office Exchange Voice Mail Services (or Equivalent) will include the capability for users to have callers leave a message to be retrieved at a later time. End-Users in Consolidated locations may also send messages to other End-Users in the same Consolidated system. The service shall offer a

Table 6.4.9.b –Interactive Voice Response (IVR) Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.4.10 Consolidated Services (M-O)

There are a number of locations where Customer groups are better served by consolidating the Central Office Exchange Basic Services. In addition to the basic services describe above in this Section 6.4, the Contractor shall provide consolidated central office exchange services that minimize the cost of calling between agencies within the same community (Consolidated Locations). These Consolidated Locations are predominantly in metropolitan areas and are listed in Exhibit 3-A.

The costs for basic services as described in Section 6.4.3 for consolidated locations shall be included as indicated in Section 7, Cost Table 6.4.3.

Required services and features of the Central Office Exchange Services in a Consolidated Location are:

- "No cost" direct dialing within consolidated location.
- Abbreviated dialing plan within the consolidated location.
- Basic and enhanced services
  - Analog (Basic)
  - Digital

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features are currently provided in Consolidated Locations and may be provided for this Contract:

Table 6.4.10a Consolidated Service Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Consolidated Location - Automatic Call Distributor (M-O)	ACD or equivalent functionality as described in 6.4.5 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Network ACD (M-O)	NACD or equivalent functionality as described in 6.4.5 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Interactive Voice Response (M-O)	IVR or equivalent functionality as described in 6.4.9 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Voice Mail (M-O)	Voice Mail or equivalent functionality as described in 6.4.8 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Local and Network Management Information Services (M-O)	Management Information Systems or equivalent as described in 6.4.3 and as applicable to Consolidated Services.		
Bidder' Description:			
Consolidated Location - Local and Network Announcements and Music in Queue capabilities (M-O)	Announcements and music in queue or equivalent functionality as described in 6.4.5 and as applicable to Consolidated Locations.		

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidder' Description:			
Consolidated Location - Local and Network Computer Telephony Integration (CTI) capabilities (M-O)	CTI or equivalent functionality as described in 6.4.6 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Audio Conferencing (M-O)	Audio conferencing or equivalent functionality as described in 6.3.13 and as applicable to Consolidated Locations.		
Bidder' Description:			
Consolidated Location - Mechanized, User controlled, Service Management Systems (M-O)	Management system or equivalent functionality as described in 6.4.3 and as applicable to Consolidated Locations.		
Bidder' Description:			
Additional unsolicited features offered by the Bidder:			
Bidder' Description:			

6.5 VOICE NETWORK OPERATIONS AND MANAGEMENT

6.5.1 General Description (M)

The State must be assured that the proposed voice network meets industry standards. The Bidder shall provide a general description of its voice network operations and management.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Intraexchange/ Intradistrict Gigabit Ethernet Class of Service (D)	Within the same Wire Center.		
Bidder's Description:			
Intraexchange/ Interdistrict Gigabit Ethernet Class of Service) (D)	Different Wire Centers within the same district.		
Bidder's Description:			
Mid Span Repeater (D)	May be required to extend the distance limitation		
Bidder's Description:			
Mileage (D)	Per Mile		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.2.6 Extended Point-to-Point Carrier Services (M-O)

The Contractor shall provide extended carrier services for interstate connectivity.

Extended carrier services shall follow the same standards specified in the table listed below.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Virtual Path Connection (each additional per port) (M-O)	Address for Virtual Path Connection		
Bidder's Description:			
Constant Bit Rate (per Mbps) (M-O)	Specifies CBR connection		
Bidder's Description:			
Variable Bit Rate (M-O)	Specifies VBR-nrt connection (required to have Maximum Burst Size)		
Bidder's Description:			
Expedite Option (M-O)	Provisioning is 5 business days. See Service Level Agreements, Installation Intervals Table.		
Bidder's Description:			

Table 6.6.7.2b ATM Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
OC12 ATM Port (M-O)	Physical interface for OC12 ATM port.		
Bidder's Description:			
OC48 ATM Port (M-O)	Physical interface for OC48 ATM port.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

ATM service shall be compliant with all applicable ITU-TSS Specifications, ANSI standards including the ITU –T I.555 Frame Relay and ATM Inter-working recommendation and the ATM Forum User-Network Interface Specification Version 3.1.

The contractor shall provide internetworking at the Frame Relay User Network Interface (UNI) in accordance with the multi-protocol interconnection standards defined by IETF FRC 1483 and IETF FRC 1490, and in accordance with the internetworking agreement in FRF.8 FRFTC/94-026R3 of the Frame Relay Forum.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.6.7.3 ATM and Frame Relay Management Services (D)

The contractor shall provide the ability for Customers to gather information on their specific ATM and Frame Relay services. The Contractor's architecture shall provide Customer Network Management capabilities, including:

- Real-time network map display
- Alarm log files
- Real-time performance monitoring and graphing
- Historical performance
- Traffic reports
- UNI information
- Connection Endpoint
- Customer defined labels
- Customer privacy

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.7.3a ATM and Frame Relay Management Service Features (D)

Service	Service Description	Meets or Exceeds ? Y/N	Document/ Location
Customer Network Management (CNM) X-Terminal (D)	X-terminal (X-term) providing a comprehensive set of management/monitoring capabilities, including: • Real-time network map display • Usage parameters • Virtual pats • Alarm log files • Real-time performance monitoring and graphing • Historical performance and traffic reports • UNI information • Connection Endpoint • Customer defined labels • Customer privacy protected		
Bidder's Description:			
SNMP Service (inc. one Internet Protocol address) (D)	Simple Network Management Protocol (SNMP) Service provides a management view of the State user's Frame Relay network. The service provides real-time data reflecting frame relay network events. Database access via SNMP Management Information Base is also provided for retrieving configuration data. Since it is based on SNMP, it allows integration with most SNMP management application programs.		
Bidder's Description:			
Web V.2 Service (inc. one secure password) (D)	Web V.2 Service provides a secure World-Wide-Web site that the State user can access to obtain performance and configuration information on the Frame Relay Service. This is intended for State users that need to periodically review network performance and configuration. The information is updated weekly.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.7.4 Extended Frame Relay (M-O)

The Contractor shall provide and support Frame Relay as defined in section 6.6.7.1 for Interstate Frame Relay applications. The Bidder shall support the protocols of Extended Frame Relay service as defined in standards provided by ANSI and ITU (formerly CCITT) standards bodies. Connectivity shall be accomplished through Permanent Virtual Circuits (PVCs).

Service availability shall be nationwide

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.7.4a Extended Frame Relay Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Fixed CIR PVCs (M-O)	These PVCs have a CIR ranging from 16 Kbps to 10.752 Mbps transmitted in excess of the CIR are marked "DE". It is important to note that in the absence of a network congestion situation, DE frames are treated the same as CIR frames. In the event of network congestion, DE frames receive lower priority than non-DE frames and may be discarded.		
Bidder's Description:			
Usage CIR PVCs (M-O)	Usage CIR PVCs are in effect Fixed CIR PVCs. The distinction is that rather than paying a fixed monthly fee for the PVC, billing is based on the number of megabytes delivered from the egress port.		
Bidder's Description:			
Zero CIR PVCs (M-O)	All frames carried over Zero CIR PVCs are marked "DE". DE traffic will only be discarded if congestion is encountered on the network. Additionally, the bursting capability of Zero CIR PVCs are limited only by the size of its access or the size of the frame relay port servicing that PVC, whichever is smaller.		
Bidder's Description:			

existing CPE with a fully equivalent product line and provide identical support at no cost to the State.

The Contractor shall confirm their ability to monitor and manage the currently installed CPE listed in Exhibit 3-P of Section 3 of this RFP.

The frame relay network management service shall provide DGS/TD with responsive, integrated WAN and router networks, plus the ability to detect, report, analyze, and correct network problems. The networks shall be monitored in real time, using virtual connections between the State's network CPE and the Contractor's network management facility that provides dedicated network monitoring access and back-up network monitoring connections. Specific standard services to be provided by the frame relay network management system include:

- 7x24 Real Time Network Monitoring
- Fault Isolation
- Software Support
- Configuration Management
- Performance Analysis
- Hardware Maintenance

The Contractor shall provide Fault Management with Trouble ticket administration (open, status tracking, close) for service disruptions and single-point-of-contact support shall be provided for all services covered under Managed Frame Service (MFS) until problem is resolved.

The Contractor shall provide software support and shall track, test and maintain copies of software releases. Network will be upgraded to a newer software release as requested by the Customer or as needed for a bug fix.

The Contractor shall maintain the design and engineering configuration of the MFS portion of the network. MFS configuration management includes moves, adds or changes to a router or Frame Relay Access Device (FRAD) site.

The Contractor shall make MFS reports available and accessible by authorized customer users on-line via a standard Web-browser-equipped PC or workstation 24 hours a day, seven days a week. Reports shall show historical trends such as loss of data, errors, and over-or-under utilization.

Customer Premise Equipment – For new installations of Managed Frame Relay, CALNET Customers may not purchase or lease managed frame non-proprietary CPE, such as Cisco and Kentrox equipment, through the CALNET

- **Standards Based System** – This service shall be open standards base as set by the ITU and IETF.
- **Technical Requirements** - The service shall meet the technical requirements listed below. Performance shall be verified through reports provided by the Contractor.
- **Availability** – 99.999%
- **Measurement** – Adhere to the requirements set forth in Section 6.15
- **Jitter (delay variance) –** Less than 60 ms
- **Packet Loss –** Maximum 1%
- **Latency/Delay –** 150ms one way
- **Mean Opinion Score ITU P.800 –** 3.6 or above
- **Dial Tone Delay** – Not to exceed 3 seconds for any call
- **Call Setup Time –** Not to exceed 3 seconds for any call

The Contractor shall describe its full VoIP offerings, including the identification its VoIP proprietary handsets.

The Contractor shall provide data network designs and diagrams for the proposed VoIP solution. These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size. Drawings shall include both topology and logical representations of all critical network backbone elements to include, but not limited to, the following:

- Geographic location of equipment
- Type and capacity of equipment at each location including any backup systems
- Circuit route
- Circuit size/ bandwidth
- Circuit type
- Unique identifier for each element
- Layer 2 protocols and QoS when applicable

In addition, the Contractor shall provide a description/methodology to address the following issues:

- Support of QOS metrics
- Signaling protocols supported
- Ubiquity – the Contractor's (and affiliate's) ability to provide services throughout the state.
- Scalability – the ability to handle increased demand.
- Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

- Redundancy
- Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.
- Transition Migration – the ability to transition customers.
- Backward Compatibility
- Security – the ability to ensure a physically and logically secure network and its network management platforms, from both inadvertent and malicious attacks from inside and outside the Bidder's organization.
- Local access options.

The Contractor shall provide 3 hard copies and 1 electronic copy with the proposal.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The minimum feature requirements of the VoIP service to be provided by the Contractor include the following:

Table 6.8.1a VoIP Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.8.1.1 Central Office Network Based VoIP Design Model (M-O)

For design purposes, the Contractor shall use the following information to create a service proposal design. This solution shall be designed using the Greenfield approach.

This solution shall be network based where all major components reside at a central office or off premises location

The model consists of 6 separate sites with a combined total of 400 users. Locations and headcounts are as follows:

Sacramento	100 phones
Los Angeles	100 phones
San Francisco	80 phones
San Jose	50 phones
Redding	20 phones
Santa Barbara	50 phones

The Bidder shall describe its VoIP design architecture, components and services necessary to provide a VoIP solution for the above application as described in 6.8.1 above.

Contractor shall be responsible for all maintenance and upgrades required to support clients needs. The contractor shall provide a separate price of moves, adds or changes. Moves shall include any infrastructure and equipment reconfigurations or enhancements to facilitate relocation of voice services within the same site. Changes are any programming or feature reconfigurations throughout the network. Additions shall include any infrastructure and equipment enhancements to facilitate addition of seats throughout the entire network.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.8.1.2 Premises Based Fully Managed VoIP Design Model (M-O)

For design purposes, the Contractor shall use the following information to create a service proposal design. This solution shall be designed using the Greenfield approach. This solution shall be premises based where all appropriate components reside at the customer site.

Contractor shall include any upgrades to site electrical power to insure compliance with the technical requirements.

The model consists of 6 separate sites with a combined total of 400 users. Locations and headcounts are as follows:

Sacramento	100 phones
Los Angeles	100 phones
San Francisco	80 phones
San Jose	50 phones
Redding	20 phones
Santa Barbara	50 phones

The Bidder shall describe its VoIP design architecture, components and services necessary to provide a VoIP solution for the above application as described in 6.8.1 above.

For the purposes of this model growth is limited to 15%.

Contractor shall be responsible for all maintenance and upgrades required to support clients needs. The contractor shall provide a separate price of moves, adds or changes. Moves shall include any infrastructure and equipment reconfigurations or enhancements to facilitate relocation of voice services within the same site. Changes are any programming or feature reconfigurations throughout the network. Adds shall include any infrastructure and equipment enhancements to facilitate addition of seats throughout the entire network.

Since this is a fully managed service, the contractor shall not list and price any specific hardware or software components. However, the Contractor may identify any additional features and functionality included in the basic phone

- Firewall features

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.8.2.1 MPLS Design Model (D)

For design purposes, the Contractor shall use the following information to create a service proposal design. This solution shall be designed with the assumption that all customer network infrastructure is in place and circuits are being provided under this contract.

The network for this model utilizes a DS1 carrier utilizing Frame Relay in a fully meshed topology.

The model consists of 6 separate sites with a combined total of 400 users. Locations and headcounts are as follows:

Sacramento	100 users
Los Angeles	100 users
San Francisco	80 users
San Jose	50 users
Redding	20 users
Santa Barbara	50 users

The Contractor shall provide data network designs and diagrams for the proposed MPLS solution.

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical network backbone elements to include, but not limited to, the following:

- Geographic location of equipment

- Type and capacity of equipment at each location including any backup systems
- Circuit route
- Circuit size/ bandwidth
- Circuit type
- Unique identifier for each element
- Layer 2 protocols and QoS when applicable

In addition, the Contractor shall provide a description/methodology to address the following issues:

- Support of COS and QOS metrics
- Signaling protocols supported
- Ubiquity – the Contractor's (and affiliate's) ability to provide services throughout the state.
- Scalability – the ability to handle increased demand.
- Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.
- Redundancy
- Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.
- Transition Migration – the ability to transition customers.
- Backward Compatibility
- Security – the ability to ensure a physically and logically secure network and its network management platforms, from both inadvertent and malicious attacks from inside and outside the Bidder's organization.
- Local access options.

The Contractor shall provide 3 hard copies and 1 electronic copy with the proposal.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.9.4 Lease Back of State Property (Mandatory if Contractor utilizes State's copper facilities)

Some solutions to State network requirements may be based on use of the copper facilities located on state property in Sacramento. These facilities in Sacramento may be made available for solutions that result in lower network/service cost to the State. To use this facility, the Contractor must negotiate with DGS to lease the space at a fair market rate.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.9.5 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis and repair of services listed in this contract. Any work performed that is not covered under warranty and is not the responsibility of the Contractor shall be performed on a time and material basis. Work performed under this Section 6.9.5 is authorized only for situations where the Contractor has dispatched personnel to diagnose or repair a service problem that turns out to be caused by factors outside the responsibility of the Contractor.

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis and repair of contracted services.

All materials shall be provided on a cost-plus basis. The Bidder shall identify the standardized markup for all materials in the cost table of Section 7.

6.12.1 Invoicing System for Voice & Data Services (M)

Contractor shall provide a billing system that produces invoices that are accurate and easy to verify by customers in a timely manner. The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice systems. The Contractor will establish processes and procedures to avoid order entry errors on adds, changes, or deletes and any other pertinent data. Invoices shall include accurate service types, quantities, dates of service, Contract rates, and any other pertinent data. The invoices shall also include descriptive itemized charges, specific descriptions of charges, and cross reference data such as, port and circuit numbers, etc. The Contractor shall render individual bills directly to any agency that is authorized to use the Contract by DGS/TD no later than 10 business days after the end of the billing cycle.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.12.1.1 Invoicing System Requirements (M)

The Contractor's billing system shall include, at a minimum, the following:

- Availability of invoices via paper and electronic form (on CD-ROM and web based posting) at no cost to the customer.
- Availability of both consolidated and individual invoices, broken down by divisions, offices, accounting centers, nodes, or circuits within the department.
- Upon receipt of a circuit disconnect request the closing bill details shall be generated on the next billing cycle.
- Ability to charge for a previous month(s) service and provide the accurate dates of service.
- Invoice summary reports.
- Ability to accommodate new services and invoice accurately.
- Automatic internal bill back. (Using an account code assigned to a customer, project, division, etc., the person dialing a long distance call

- The Contractor shall remit payment to DGS based on the administrative fees billed to agencies, no later than 60 days after the end of each calendar month that a bill is rendered. For example, administrative fees billed for services on a January invoice shall be paid to DGS/TD by March 30th. The payment shall be remitted on a monthly basis at no additional cost to DGS/TD. The Contractor shall also provide detailed reports on administrative fees billed as defined in Fiscal Management, Section 6.16.2.2 DGS/TD Detail of Services Billed Report and Section 6.16.2.3 DGS/TD Detail of Services Billed By Agency Report and shall provide the reports at the same time payment is made. Both the reports and the administrative fee payment must be received to satisfy the administrative fee collection process requirement. The administrative fee reimbursement amount shall appear on the fiscal management reports and be delivered to DGSTD within 3 working days of receipt of administrative fee monies by Department of General Services, Office of Fiscal Services on behalf of DGS/TD.
- Where the Contractor must make adjustments to administrative fee monies, the Contractor shall submit reports equivalent to the reports in Fiscal Management, Section 6.16.2.2 and 6.16.2.3. The amount may be adjusted on a subsequent reimbursement payment.
- The Contractor is required to remit administrative fee revenues to DGS/TD for as long as the Contractor provides services that are ordered under the contract. This includes the Contract term and transition period to new contract services.
- Service Level Agreements (SLA) will apply if administrative fee payment and reports in Section 6.16.2.2 and Section 6.16.2.3 are not received within 60 days from the end of each calendar month that a bill is rendered. See Table C for SLAs.
- The administrative fee rate may be adjusted annually or as otherwise deemed necessary by DGS/TD, based on fiscal year projected requirements.
- DGS/TD, in the absence of sufficient administrative fees, shall implement an administrative fee increase equal to the Consumer Price Index (CPI) over the relevant contract term should an increase be required to fund DGS/TD activities or DGS/TD funded State offices and activities. For this Contract the following index will be utilized: the CPI-U Index, not seasonally adjusted, U.S. city average area, all items series adjusted annually.
- Contractor shall provide a business model that demonstrates to the state that the administrative fees will continue unabated during conversion to the Contractor's Services. DGS/TD reserves the right to withhold approval of conversion if the Contractor cannot demonstrate administrative fee collection and remittance. See Section 6.18.1 Transition Requirements of Startup.
- In addition, the Contractor shall be responsible for the administrative fee functions stated below:

6.17 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide network tools and reports to DGS/TD and DGS/TD authorized clients to oversee the contract. The Contractor shall provide the following:

- Transport, hardware and software necessary for DGS/TD to access the network monitoring and management tools and reports
- Tools, applications and data to perform on-line daily, monthly and quarterly network trending, inventory, invoice and fiscal management analysis.
- Tools, applications and data to perform real time on-line ticketing and network performance analysis.
- Web-enabled applications for service provisioning, invoicing and trouble reporting from DGS/TD and DGS/TD authorized client PCs.
- A timeline indicating when each of these tools, applications and reports shall be functional for DGS/TD and DGS/TD authorized clients.
- Web-enabled applications that have the ability to create password-protected accounts for access by DGS/TD authorized clients.
- Data for ad hoc reports required by DGS/TD.
- All invoices for contracted services shall be accessible to DGS/TD via a web based application.
- Tools and applications that are accessible from DGS/TD authorized state locations.
- Network monitoring and trending tools shall be made available for DGS/TD authorized clients. To ensure quality control, security, and training, client personnel will obtain authorization from DGS/TD for controlled access to all tools, applications and reports.
- Reports using a data extractable application allowing DGS/TD and clients the ability to run custom reports.
- Current, accurate and standardized data.
- Training and ongoing support for all tools, applications and reports.
- System upgrades for all management tools and applications shall be provided at no cost.
- Provide and maintain an inventory of Contractor provided tools, applications and reports, which includes report elements for each report and a regular reporting schedule based on negotiated dates/intervals.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Cost Table 6.8.1.1 Voice Over Internet Protocol (VOIP) (Network Based)

This pricing table does not proivide for additional growth of the model. Non recurring line items should only reflect the one time cost that the customer shall expect for the initial activation of the service.

6.8.1.1.a, Voice Over Internet Protocal (M-O) (Network Based)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Initial installation/activation			400	$ -	N/A	seat	N/A	N/A	N/A	N/A	N/A	$ -
2	Managed monthly service	N/A	N/A	N/A	N/A		seat/mo	400	$ -		20	$ -	$ -
3	Call Usage	N/A	N/A	N/A	N/A		minute	100,000	$ -	N/A	N/A	N/A	$ -
4	Phone Additions			10	$ -	N/A	N/A	N/A	N/A	N/A	N/A	N/A	$ -
5	Phone Moves	N/A	N/A	N/A	N/A	N/A	occurrence	N/A	N/A		10	$ -	$ -
6	Changes	N/A	N/A	N/A	N/A	N/A	occurrence	N/A	N/A		10	$ -	$ -
7	Model Monthly Totals:				$ -				$ -			$ -	$ -
8	Model Annual Totals:				$ -				$ -			$ -	$ -

6.8.1.1.a, Voice Over Internet Protocal (D) (Network Based)+A46

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
9	Integrated Messaging			2	$ -		seat/mo	20	$ -		2	$ -	
10					$ -				$ -			$ -	
11					$ -				$ -			$ -	$ -
12	Model Monthly Totals:				$ -				$ -			$ -	$ -
13	Model Annual Totals:				$ -				$ -			$ -	$ -

Cost Table 6.8.1.2 Voice Over Internet Protocol (VOIP) (CPE Based)

6.8.1.2, Voice Over Internet Protocal (CPE Based) (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Initial installation/activation			400	$ -	N/A	seat	N/A	N/A	N/A	N/A	N/A	$ -
2	Managed monthly service	N/A	N/A	N/A	N/A		seat/mo	400	$ -		20	$ -	$ -
3	Off-Net Call Usage	N/A	N/A	N/A	N/A		minute	100,000	$ -	N/A	N/A	N/A	$ -
4	Phone Additions			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
5	Phone Moves	N/A	N/A	N/A	N/A	N/A	occurrence	N/A	N/A		10	$ -	$ -
6	Changes	N/A	N/A	N/A	N/A	N/A	occurrence	N/A	N/A		10	$ -	$ -
7	Model Monthly Totals:				$ -				$ -			$ -	$ -
8	Model Annual Totals:				$ -				$ -			$ -	$ -

6.8.1.2, Voice Over Internet Protocal (CPE Based) (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
9	Integrated Messaging			2	$ -		seat/mo	20	$ -		2	$ -	
10					$ -				$ -			$ -	
11					$ -				$ -			$ -	$ -
12	Model Monthly Totals:				$ -				$ -			$ -	$ -
13	Model Annual Totals:				$ -				$ -			$ -	$ -